

SANDY CITY
APPROVED POSITION SPECIFICATIONS

I.	<u>Position Title:</u>	Field Operations Assistant	<u>Revision Date:</u>	01/07
			<u>EEO Code:</u>	Admin. Support
			<u>Status:</u>	Non-exempt
			<u>Control No:</u>	30534

II. Summary Statement of Overall Purpose/Goal of Position:

Under the general supervision and direction of the Assistant Director of Public Works, performs dispatch activities, data input, as well as receiving and directing phone calls.

III. Essential Duties:

- Performs dispatch operations for Public Works.
- Exercises discretion and judgement to determine the seriousness and priority of requests during dispatch.
- Receives and directs incoming department phone calls.
- Responds to public inquiries, complaints, and requests.
- Manages and operates work management and customer service software.
- Files, enters data into work management database, and creates reports for department work orders.
- Receives, copies, and logs Fleet Division purchase invoices
- Inputs routine maintenance actions into fleet management software.
- Maintains manual filing system of all department work orders.
- Greets and directs walk-in traffic.
- Performs customer service duties and responsibilities.
- Performs other data input and report generation.

IV. Marginal Duties:

- Performs some secretarial duties as needed.
- Conducts field audit (location and condition) of city street signs for the GIS database as needed.
- Operates city vehicle for on-site response and to conduct audits as needed.
- Schedules dumpsters for delivery and pickup with residents and collects cash and/or checks for deposit.
- Assists contractors with road excavation permits as needed.
- Performs other duties as assigned.

V. Qualifications:

Education: High School diploma or equivalent.

Experience: One year dispatching and business related experience with demonstrated competence; one year of data input experience.

Certificates/Licenses: Valid Utah Driver's License required. Dispatching certification preferred.

Probationary Period: A one-year probationary period is a prerequisite to this position.

Knowledge of: Correct English usage, spelling, and vocabulary; clerical and general office practices, procedures, and equipment; word processing, databases, and spreadsheets.

Responsibility for: Responsibility for the care, condition, and use of materials, equipment, and tools; responsibility for making decisions which affect the activities of other individuals; exercise of discretion and judgement (an error in judgement on an emergency call could result in property damage and/or

personal injury to personnel or public); putting hostile and upset people at ease and directing them to the proper person who can assist them.

Communication Skills: Communicate effectively verbally and in writing; ability to professionally furnish and obtain information from other departments; contact with other departments, requiring tact and judgement to avoid friction; ability to deal well with upset and irate people; outside contact with public presenting data; regular contact with residents requiring tact, judgement, and patience.

Tool, Machine, Equipment Operation: Regular use of an ACD (Automated Call Distribution) telephone, computers, printer, copiers, and radio base station.

Analytical Ability: Prioritize and multi-task; work well under pressure; establish effective working relationships with employees and the public; relate well with a variety of people under varying circumstances.

VI. Working Conditions:

Great mental effort is required daily; pressure and fatigue can exist on those days when answering calls from the public about storm related problems or waste collection issues; moderate exposure to deadlines; concentration and alertness at all times; shift work is possible if 24 hour operations are required; lifting of up to 50 pounds; work procedures are established, refer only unusual cases to supervisor; a constant amount of seeing is required; constant talking and hearing is necessary to deal with the public, employees, and other City personnel.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

PERSONNEL DEPT. APPROVED BY: _____ DATE: _____

